

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
National Family Caregiver Support Program
(Older Americans Act, Title III-E)**

Any exception to these Service Specifications must be requested in advance, in writing, and approved by the Deputy Administrator.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. ADSD will use these service specifications as the basis for assessing program performance. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS, according to the funding source, and SERVICE-SPECIFIC REQUIREMENTS established for each funded service.

SERVICE DEFINITION:

The target group for Title III-E services are informal caregivers of any age who care for adults age 60 and older, and grandparents or other relatives, 55 years of age or older, caring for a child, 18 years of age or younger.

SERVICE CATEGORIES AND UNIT MEASURES:

1. Counseling/Support Groups/Caregiver Training – Counseling to caregivers to assist them in making decisions and solving problems relating to their caregiver roles. This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and their families). ***One unit equals one session.***
2. Respite Care – Services which offer temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers. ***One unit equals one hour or one direct payment of respite care.***
 - 2.1 If specific service units purchased through a direct payment (cash or voucher) can be tracked or estimated, report those service units in hours. If not, one direct payment equals one unit of service.
3. Supplemental Services – Services provided on a limited basis to complement the care provided by caregivers. Examples of supplemental services include, but are not limited to, home modifications, assistive technologies, emergency response systems, and incontinence supplies. ***One unit equals completion of one home modification, home repair or home maintenance service or the number of assistive technologies, emergency response systems or incontinence supplies provided.***
4. Access Assistance – A service that assists caregivers in obtaining access to the services and resources that are available within their communities. To the maximum extent practicable, it ensures that individuals receive the services needed by establishing

adequate follow-up procedures with both the individual being referred and the agency receiving the referral. Internet website “hits” are to be counted only if information was requested and verifiable services were supplied. ***One unit equals one contact with or on behalf of a caregiver.***

5. Information Services – A service for caregivers that provides information to individuals and the public, in general, regarding resources and services available within their communities. “Service Units” for Information Services are for activities directed to large audiences of current or potential caregivers, such as disseminating publications, conducting media campaigns, and other similar activities. ***One unit equals one activity.***

SPECIFICATIONS:

1. Documentation Requirements:

- 1.1 The following information must be documented in the Social Assistance Management System (SAMS), depending on the funded service and associated clientele:
 - 1.1.a Number of informal caregivers served, of any age, who are providing care for a person age 60 and older;
 - 1.1.a.1 The type of care/service (respite, etc.);
 - 1.1.a.2 The number of units of service received by the caregiver; and
 - 1.1.a.3 Age, sex, locality, race or ethnicity and relationship to care recipient of those caregivers receiving counseling (individual or support group), individual caregiver training, respite care, or supplemental services.
 - 1.1.b Number of grandparents or other relatives, age 55 and older, who are primary caregivers living with children 18 and younger because the biological or adoptive parents are unable or unwilling to do so.
 - 1.1.b.1 The type of care/service (respite, etc.);
 - 1.1.b.2 The number of units of service received by the grandparent/older relative; and
 - 1.1.b.3 Age, sex, locality, race or ethnicity and relationship to care recipient of those grandparents/older relative receiving counseling (individual or group support), individual caregiver training, respite care or supplemental services.

2. Operating Procedures:

- 2.1 Establish a procedure to accept any request for assistance in-person, by phone or via the Internet.

3. Training:

- 3.1 Information Services: Staff must complete five hours of training consistent with Alliance of Information and Referral Systems (AIRS) guidelines. Training must be completed within 6 months of hire date and annually thereafter.

3.1.a Documentation of all training must include:

- (1) Date of the training;
- (2) Type of training;
- (3) Name, title and agency of presenter;
- (4) Name of staff receiving training; and,
- (5) When applicable, copies of agendas and certificates of completion.